



START HERE
GO FURTHER
FEDERAL STUDENT AIDSM

Password Reset & Account Unlock User Guide

June 2007

Overview



- The COD Web site has the following new functionality:
 - Challenge Questions Profile Setup
 - User chooses challenge questions and enters answers
 - Reset Password
 - User resets password by answering challenge questions
 - Unlock Account
 - User unlocks account by answering challenge questions
 - Update Your Profile
 - User updates e-mail address and Challenge Questions Profile
 - Update User Profile (for security administrators)
 - Security administrator updates user's profile, except for challenge questions
 - Challenge Questions Profile Unlock
 - User unlocks Challenge Questions Profile
- A user whose account has been deactivated will not be able to use this new functionality. The user must contact his or her security administrator to reactivate the account.

Challenge Questions Profile Setup



START HERE
GO FURTHER
FEDERAL STUDENT AID

A user will log in to the COD Web site using his or her User name and Password.

The screenshot shows the login page for the FSA Common Origination & Disbursement Web Site. The header includes the U.S. Department of Education logo, the text "U.S. DEPARTMENT OF EDUCATION COMMON ORIGATION & DISBURSEMENT", and the FSA Federal Student Aid logo. Below the header is a blue navigation bar with "School Search" and "Batch Search" links. The main content area has a large "Login" heading followed by "to the Common Origination & Disbursement Web Site". There are input fields for "User name:" (containing "JDoe01") and "Password:" (containing masked characters). A "Login" button is to the right of the password field. Below the login fields are links for "Forgot your password?" (Reset Password) and "Account locked?" (Unlock Account). There is a "BOOKMARK this page" link. At the bottom, there are two paragraphs of legal disclaimer text. The footer contains the date "Jun 05 2007 11:29 EDT" and a series of links: "Privacy Act | Links | Contact Us | Today's Update | Help | Glossary".

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

School Search Batch Search

Login

to the Common Origination & Disbursement Web Site

User name: JDoe01 Password: [masked] Login

Forgot your password? Enter a valid user name and click the following link to reset your password:
[Reset Password](#)

Account locked? Enter a valid user name and click the following link to unlock your user id:
[Unlock Account](#)

BOOKMARK this page

This is a United States Department of Education computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.

This system contains personal information protected under the provisions of the Privacy Act of 1974, 5 U.S.C. § 552a -- as amended. Violations of the provisions of the Act may subject the offender to criminal penalties.

Jun 05 2007 11:29 EDT Privacy Act | Links | Contact Us | Today's Update | Help | Glossary

After logging in, a user without a Challenge Questions Profile will be redirected to the Set Challenge Questions screen.

Challenge Questions Profile Setup



A user without a Challenge Questions Profile will set up his or her profile using the screen below.

U.S. DEPARTMENT OF EDUCATION
COMMON ORIENTATION & DISBURSEMENT

FSA
FEDERAL STUDENT AID

Set Challenge Questions

New and Existing COD Web users who have not completed challenge questions are now required to do so. These questions will allow you to manually reset your password and unlock your account. You must verify your email address and follow the instructions below to complete your challenge questions before proceeding.

Please update your email address below if it has changed.

Update Email Address: e.g. your_name@school.edu

Confirm Email Address: e.g. your_name@school.edu

Please select three challenge questions and answer all three below. Pick questions with answers that are easiest for you to remember. The answers to these questions will be used to verify your identity when resetting your password or unlocking your account.

Note: Your answers are not case sensitive and can contain a mix of letters, numbers and special characters.

Handling of the data gathered via this website will comply with the Department of Education's security policy.

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

SUBMIT

04/2007 11:40 EDT Privacy Act | Links | Today's Update | Help | Glossary | Log Off

A temporary password will be sent to the user's e-mail address. Therefore, it is important for the user to provide his or her most current e-mail address.

- The user will choose from a list of 5 predefined challenge questions.
- The user must choose 3 different questions.
- The user must provide 3 different answers.
- The answers are not case sensitive.

After clicking SUBMIT, the questions and answers will be saved. The user will be forwarded to the Welcome screen or the School Search screen.

Reset Password



START HERE
GO FURTHER
FEDERAL STUDENT AID

A user who has forgotten his or her password will use the Reset Password functionality.

The screenshot shows the login page for the FSA Common Origination & Disbursement Web Site. The header includes the U.S. Department of Education logo, the text "U.S. DEPARTMENT OF EDUCATION COMMON ORIGATION & DISBURSEMENT", and the FSA logo. Navigation links for "School Search" and "Batch Search" are in the top right. The main heading is "Login to the Common Origination & Disbursement Web Site". Below this is a login form with "User name:" and "Password:" labels, input fields, and a "Login" button. A link for "Reset Password" is provided for users who forgot their password. There is also a link for "Unlock Account" for locked accounts. A "BOOKMARK this page" option is available. At the bottom, there are two paragraphs of legal disclaimer text and a footer with the date "Jun 05 2007 11:29 EDT" and various links like "Privacy Act", "Links", "Contact Us", "Today's Update", "Help", and "Glossary".

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

School Search Batch Search

Login

to the Common Origination & Disbursement Web Site

User name: Password:

Forgot your password? Enter a valid user name and click the following link to reset your password:
[Reset Password](#)

Account locked? Enter a valid user name and click the following link to unlock your user id:
[Unlock Account](#)

BOOKMARK this page

This is a United States Department of Education computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.

This system contains personal information protected under the provisions of the Privacy Act of 1974, 5 U.S.C. § 552a -- as amended. Violations of the provisions of the Act may subject the offender to criminal penalties.

Jun 05 2007 11:29 EDT Privacy Act | Links | Contact Us | Today's Update | Help | Glossary

The user must enter his or her User name and click Reset Password.

Reset Password



START HERE
GO FURTHER
FEDERAL STUDENT AID

A user attempting to reset his or her password must complete the Password Reset and Account Unlock screen.

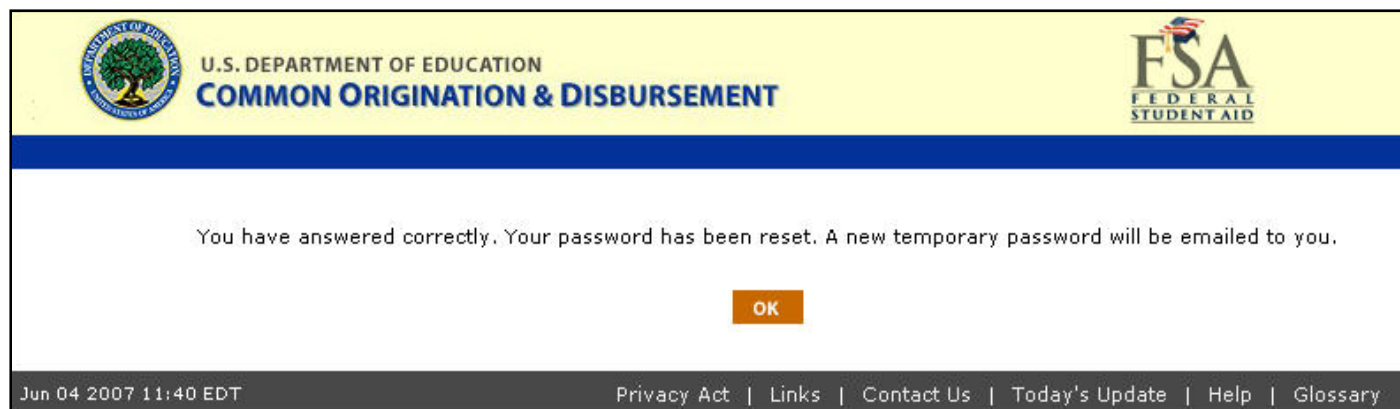
The screenshot shows the "Password Reset and Account Unlock" screen. At the top, there is a yellow header bar with the U.S. Department of Education logo on the left, the text "U.S. DEPARTMENT OF EDUCATION" and "COMMON ORIGATION & DISBURSEMENT" in the center, and the FSA Federal Student Aid logo on the right. Below the header is a blue bar. The main content area is white and contains the title "Password Reset and Account Unlock" in the top left and a "? HELP" link in the top right. The instructions state: "Answer all three of the following password challenge questions in order to reset your account password or unlock your account. You have a total of three attempts before your Challenge Questions Profile is locked." There are three questions, each with a text input field to its right: "What was the name of the street you lived on when you grew up?", "What city were you born in?", and "What was the name of your elementary school?". At the bottom of the form are two orange buttons labeled "SUBMIT" and "CANCEL". A footer bar at the very bottom shows the date and time: "May 04 2007 16:07 EDT".

The user will be prompted to answer his or her challenge questions.
The user must answer all 3 questions correctly.

Note: Answers are not case sensitive.

Reset Password

The following screen will be displayed if the user answers all 3 challenge questions correctly.




After successfully answering the challenge questions, the password will be reset. A temporary password will be e-mailed to the user.


Reset Password



The following screen will be displayed if the user fails to answers all 3 challenge questions correctly on his or her first and second attempts.



U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT



Password Reset and Account Unlock

[? HELP](#)

- One or more of your answers were incorrect. Please try again.

Answer all three of the following password challenge questions in order to reset your account password or unlock your account. You have a total of three attempts before your Challenge Questions Profile is locked.

What was the name of the street you lived on when you grew up?

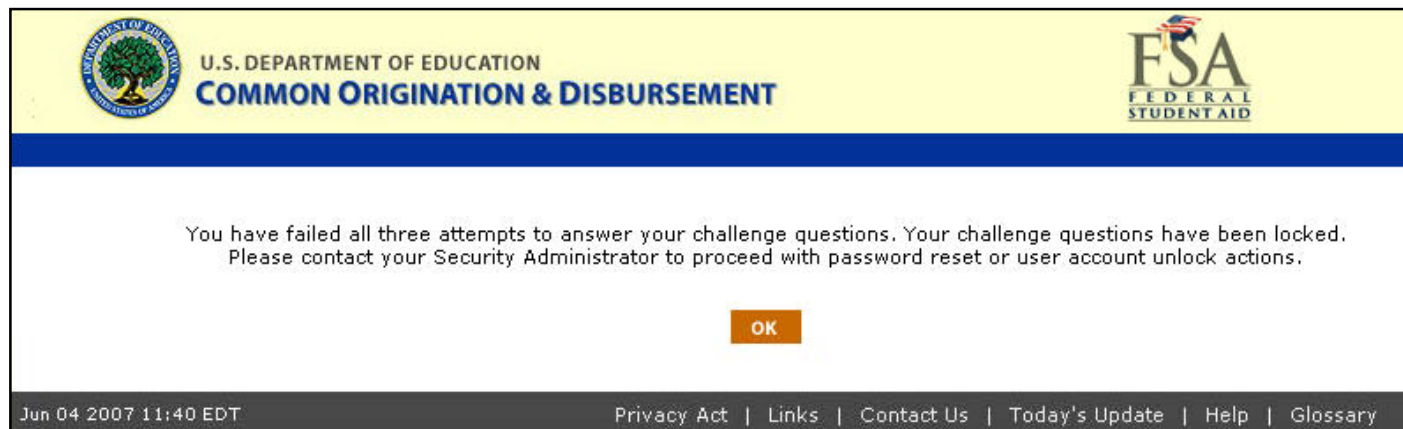
What city were you born in?

What was the name of your elementary school?

May 04 2007 18:07 EDT

Reset Password

After the third failed attempt, the user's Challenge Questions Profile will be locked, and the following screen will be displayed.



A user with a locked Challenge Questions Profile will no longer be able to reset his or her password or unlock his or her account. The user must contact his or her security administrator.

Note: Refer to pages 16 and 17 for more information.

Unlock Account



START HERE
GO FURTHER
FEDERAL STUDENT AID

A user whose account is locked will use the Unlock Account functionality.

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

School Search Batch Search

Login

to the Common Origination & Disbursement Web Site

User name: Password:

Forgot your password? Enter a valid user name and click the following link to reset your password:
[Reset Password](#)

Account locked? Enter a valid user name and click the following link to unlock your user id:
[Unlock Account](#)

This is a United States Department of Education computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.

This system contains personal information protected under the provisions of the Privacy Act of 1974, 5 U.S.C. § 552a -- as amended. Violations of the provisions of the Act may subject the offender to criminal penalties.

Jun 05 2007 11:29 EDT Privacy Act | Links | Contact Us | Today's Update | Help | Glossary

The user must enter his or her User name and click Unlock Account.

Unlock Account



START HERE
GO FURTHER
FEDERAL STUDENT AID

A user attempting to unlock his or her account must complete the Password Reset and Account Unlock screen.

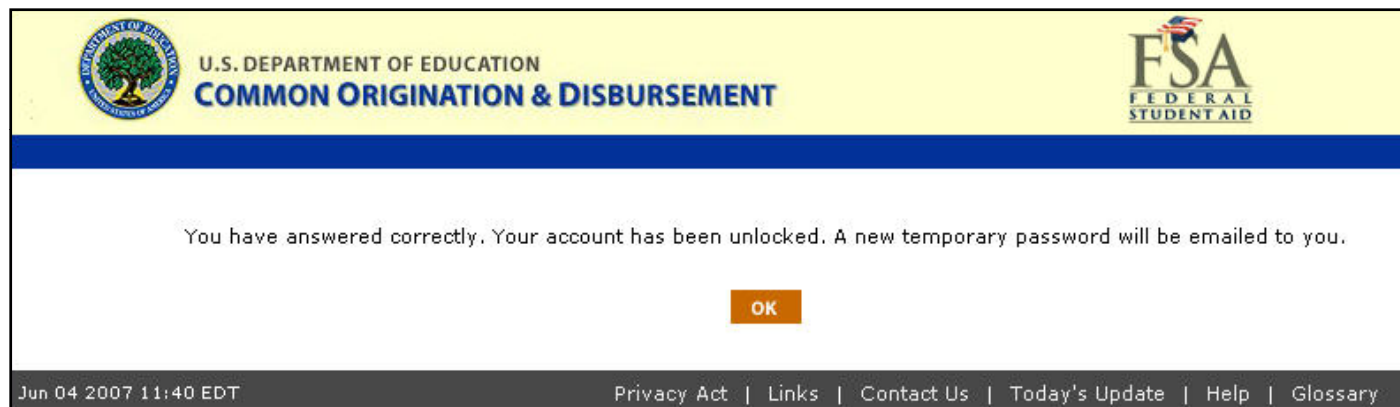
The screenshot shows the "Password Reset and Account Unlock" screen. At the top, there is a yellow header with the U.S. Department of Education logo, the text "U.S. DEPARTMENT OF EDUCATION COMMON ORIGATION & DISBURSEMENT", and the FSA Federal Student Aid logo. Below the header is a blue bar. The main content area is white and contains the title "Password Reset and Account Unlock" and a "HELP" link. A message states: "Answer all three of the following password challenge questions in order to reset your account password or unlock your account. You have a total of three attempts before your Challenge Questions Profile is locked." Below this are three questions with corresponding input fields: "What was the name of the street you lived on when you grew up?", "What city were you born in?", and "What was the name of your elementary school?". At the bottom are "SUBMIT" and "CANCEL" buttons. A footer bar at the very bottom shows the date and time: "May 04 2007 16:07 EDT".

The user will be prompted to answer his or her challenge questions.
The user must answer all 3 questions correctly.

Note: Answers are not case sensitive.

Unlock Account

The following screen will be displayed if the user answers all 3 challenge questions correctly.




After successfully answering the challenge questions, the account will be unlocked. A temporary password will be e-mailed to the user.

Unlock Account




START HERE
GO FURTHER
FEDERAL STUDENT AID

The following screen will be displayed if the user fails to answers all 3 challenge questions correctly on his or her first and second attempts.



U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT



FSA
FEDERAL
STUDENT AID

Password Reset and Account Unlock

[? HELP](#)

- One or more of your answers were incorrect. Please try again.

Answer all three of the following password challenge questions in order to reset your account password or unlock your account. You have a total of three attempts before your Challenge Questions Profile is locked.

What was the name of the street you lived on when you grew up?

What city were you born in?

What was the name of your elementary school?

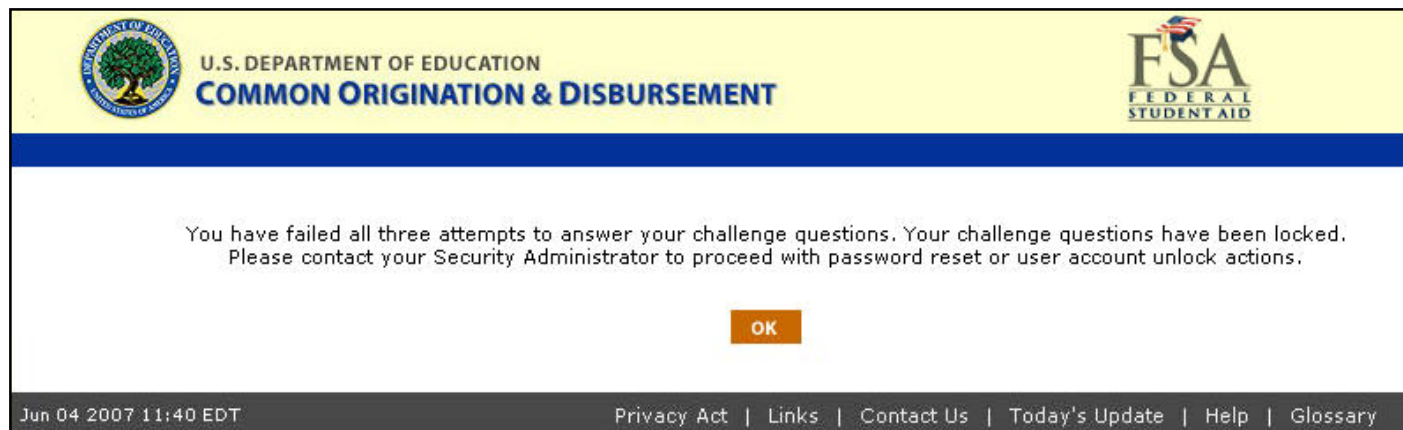
May 04 2007 18:07 EDT

Unlock Account



START HERE
GO FURTHER
FEDERAL STUDENT AID

After the third failed attempt, the user's Challenge Questions Profile will be locked, and the following screen will be displayed.



A user with a locked Challenge Questions Profile will no longer be able to reset his or her password or unlock his or her account. The user must contact his or her security administrator.

Note: Refer to pages 16 and 17 for more information.

Update Your Profile



A user will update his or her profile using the screen below.

U.S. DEPARTMENT OF EDUCATION
COMMON ORIENTATION & DISBURSEMENT

FSA
FEDERAL STUDENT AID

Person School Batch Award Services **User** Program

► User Search
▼ Update Your Profile

Update Your Profile [? HELP](#)

Click "Submit" when finished making changes, or "Reset" to reset the field changes.

User Name: JDoe01
First Name: John
Last Name: Doe
Phone Number: 111-111-1111 e.g. ###-###-####
Update Email Address: john.doe@mail.com e.g. name@school.edu
Confirm Email Address: john.doe@mail.com e.g. name@school.edu

Challenge Questions

Question 1: What was the name of the street you lived on when you grew up?
Answer 1: fifth ave
Question 2: What city were you born in?
Answer 2: New York
Question 3: What was the name of your elementary school?
Answer 3: Lincoln Elementary

Password Reset
Old Password:
New Password:
Re-enter New Password:

SUBMIT **RESET**

May 04 2007 10:32 EDT Home | Privacy Act | Links | Contact Us | Today's Update | Help | Glossary | Log Off

The user will be able to update his or her most current e-mail address.

The user will be able to update his or her challenge questions and answers.

Update User Profile



A security administrator will update a user's profile using the screen below.

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

Person School Batch Award Services **User** Program Admin

► User Search
► User Information
▼ Update Profile
► Update Your Profile
► Message Search
► File Upload

Update User Profile

Click "Submit" when finished making changes, or "Cancel" to abort editing.

User Name: JDo01

First Name: John

Last Name: Doe

Keyword: Vanilla

Phone Number: 123-456-7890 e.g. ###-###-####

Update Email Address: john.doe@mail.com e.g. name@school.edu

Confirm Email Address: john.doe@mail.com e.g. name@school.edu

User Role: CSR-1 Override

User Account Locked: ☐

User Account Status: Active

Challenge Questions Locked: No

Challenge Questions

Question 1: What was the name of the street you lived on when you grew up?

Question 2: What city were you born in?

Question 3: What is your mother's maiden name?

Password Reset

New Password:

Re-enter New Password:

SUBMIT CANCEL

Jul 08 2007 10:40 EDT Home | Privacy Act | Links | Contact Us | Today's Update | Help | Glossary | Log Off

The security administrator must confirm the user's current e-mail address.

The security administrator can view (but not update) the user's Challenge Questions Locked flag.

The security administrator will be able to view the questions selected by the user, but not the user's answers.

Challenge Questions Profile Unlock



START HERE
GO FURTHER
FEDERAL STUDENT AID

A user with a locked Challenge Questions Profile must contact his or her security administrator to request a temporary password. The user will use the temporary password to update his or her password and log in.

The screenshot shows the login page for the FSA Common Origination & Disbursement Web Site. The header includes the U.S. Department of Education logo, the text "U.S. DEPARTMENT OF EDUCATION COMMON ORIGATION & DISBURSEMENT", and the FSA Federal Student Aid logo. Below the header is a blue navigation bar with "School Search" and "Batch Search" links. The main content area has a large "Login" heading followed by "to the Common Origination & Disbursement Web Site". There are input fields for "User name:" (containing "JDoe01") and "Password:" (containing masked characters). A "Login" button is to the right of the password field. Below the login fields are links for "Forgot your password?" (Reset Password) and "Account locked?" (Unlock Account). There is a "BOOKMARK this page" link. At the bottom, there are two paragraphs of legal disclaimer text. The footer shows the date "Jun 05 2007 11:29 EDT" and a series of links: "Privacy Act | Links | Contact Us | Today's Update | Help | Glossary".

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

School Search Batch Search

Login

to the Common Origination & Disbursement Web Site

User name: JDoe01 Password: [masked] Login

Forgot your password? Enter a valid user name and click the following link to reset your password:
[Reset Password](#)

Account locked? Enter a valid user name and click the following link to unlock your user id:
[Unlock Account](#)

BOOKMARK this page

This is a United States Department of Education computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.

This system contains personal information protected under the provisions of the Privacy Act of 1974, 5 U.S.C. § 552a -- as amended. Violations of the provisions of the Act may subject the offender to criminal penalties.

Jun 05 2007 11:29 EDT Privacy Act | Links | Contact Us | Today's Update | Help | Glossary

After logging in, a user with a locked Challenge Questions Profile will be redirected to the Update Challenge Questions screen.

Challenge Questions Profile Unlock



After logging in (as explained on page 16), a user with a locked Challenge Questions Profile will update and unlock his or her profile using the screen below.

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

Update Challenge Questions

[? HELP](#)

Your Challenge Questions Profile is currently locked. Please take some time to verify that your challenge questions are up to date. Then click the "Unlock" button to unlock your challenge questions.

Please update your email address below if it has changed.

Update Email Address: e.g. your_name@school.edu

Confirm Email Address: e.g. your_name@school.edu

Please select three challenge questions and answer all three below. Pick questions with answers that are easiest for you to remember. The answers to these questions will be used to verify your identity when resetting your password or unlocking your account.

Note: Your answers are not case sensitive and can contain a mix of letters, numbers and special characters.

Handling of the data gathered via this website will comply with the Department of Education's security policy.

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

UNLOCK

14 2007 10:23 EDT | [Login](#)

The user will verify that his or her e-mail address is correct.

The user will review and update his or her challenge questions and answers.

After clicking UNLOCK, the questions and answers will be saved, the user's Challenge Questions Profile will be unlocked, and the user will be forwarded to the Welcome screen or the School Search screen.